Missouri Housing Development Commission

MHDC

Shelter Operations Support

2026 Desk Guide

EQUAL HOUSING OPPORTUNITY

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Introduction

Purpose

The Missouri Housing Development Commission (MHDC) has allocated grant funding towards the Shelter Operations Support (SOS) program for the program year of 2026. SOS funds are intended to support the operation and administration of emergency shelter programs within Missouri communities who work to provide emergency shelter to Missouri residents facing a housing crisis, with priority given to programs who serve Missouri Veterans.

Eligible Program Components

Operating Funds
Grantees may use SOS funds to support the operating expenses of the shelter program.

Administration
Grantees may use SOS funds to support the administration of the shelter program. *Administration expenses may not exceed 10% of the total grant award/expenditure.*

General Information

Contacts

Below are the Missouri Housing Development Commission SOS program contacts. Please direct all questions, concerns regarding the SOS Program to the Housing Program Administrator:

Housing Program Administrator
1201 Walnut Street, Suite 1800
Kansas City, MO 64106
cp.programs@mhdc.com

Website

All information and forms pertaining to the Shelter Operations Support program can be found on the MHDC website at: https://mhdc.com/programs/community-programs/shelter-operations-support-sos/ .

Program Timeline – 2026

The following timeline lists key dates for the SOS 2026 grant year ending June 30, 2027. Grantees are responsible for knowing these dates as well as communicating them to all applicable staff. Failure to submit required documentation by the deadlines below could result in non-compliance and/or a repayment of funds to MHDC.

Grant Year Begins:	**July 1, 2026**
Quarter 1 (Q1)	July 1, 2026– September 30, 2026
Q1 Expense Detail Deadline:	October 1, 2026, by 5:00 pm
Q1 Quarterly Service Report Deadline:	October 12, 2026, by 5:00 pm
Quarter 2 (Q2)	October 1, 2026– December 31, 2026
25% Spending Deadline	November 2, 2026
Q2 Expense Detail Deadline:	January 4, 2027, by 5:00 pm
Q2 Quarterly Service Report Deadline:	January 11, 2027, by 5:00 pm
Quarter 3 (Q3)	January 1, 2027 – March 31, 2027
75% Spending Deadline &	April 1, 2027 by 5:00 pm
Q3 Expense Detail Deadline:	April 1, 2027 by 5:00 pm
Q3 Quarterly Service Report Deadline:	April 12, 2027 by 5:00 pm
Quarter 4 (Q4)	April 1, 2027 – June 30, 2027
Final Spending Deadline 100%	June 30, 2027, by 5:00 pm
Final Service Report Deadline:	July 31, 2027, by 5:00 pm
Grant Close Out Deadline:	July 31, 2027, by 5:00 pm
Grant Year Ends:	June 30, 2027
Grant Close Out:	**July 31, 2027, by 5:00 pm**

Quarterly Spending Deadline (SOS-106)

SOS-106 is due once per quarter, but can be submitted as frequently as once per month, until the total award is expended. Payment requests received and approved before the 1st of the month at 5:00 pm will be disbursed within that month. Payment requests received and approved after the 1st of the month at 5:00 pm will be disbursed the following month.

Financial Processes

Before any funds can be released, all required initial grant documents must be completed and received by MHDC:

At Time of Application:

1. Board of Directors
2. Certificate of Good Standing
3. 501(c)(3) Verification
4. Sources and Uses
5. Shelter Program Guidelines
6. Audit/Financials

At Time of Approval (if granted):

1. Executed Grant Agreement (contract)
2. Agency Site Contact form
3. Public Contact form
4. Certificate of Liability Insurance
5. Authorized Signature form
6. Agency W-9
7. Direct Deposit form with voided check or bank letter
8. Workforce Eligibility Affidavit and E-Verify MOU
9. MHDC Minimum Shelter Standards (SOS-100)

Disbursement Procedure and Timeline

MHDC will automatically disburse 25 percent of the total grant award amount upon execution of the grant agreement, and once the above grant documents are received and approved. Grantee may back-up disbursed funds by submitting the *SOS - Expense Detail Form* (SOS - 106) to Grant Interface.

MHDC will automatically disburse funds in 25 percent increments no more than once per month and no less than once per quarter, once sufficient back-up submission covering all previously disbursed funds has been received and approved. MHDC may advance funds in increments greater than 25 percent at its discretion if sufficient back-up is provided. Please see the sample disbursement chart and back-up examples below:

Percent of Total Grant Award Amount Disbursed	**25% (initial advance)**	**50%**	**75%**	**100%**
Percent Backed Up and Approved	0-24%	25-49%	50-74%	75-100%

Example 1:
Grantee A is awarded $50,000.00 therefore $12,500.00 (25%) is advanced to Grantee A upon execution of the grant agreement. Once the grantee has expended those funds the grantee is ready to submit back-up for the next installment of funds. Grantee A submits back-up of expenses totaling $12,500.00 (25%), once it is approved Grantee A will automatically be advanced a second installment of $12,500.00 (25% of the grant award amount). Grantee has now been disbursed a total of 50% of their total grant award amount.

Example 2:
Grantee B is awarded $50,000.00 therefore $12,500.00 (25%) is advanced to Grantee B upon execution of the grant agreement. Once the grantee has expended those funds the grantee is ready to submit back-up for the next installment of funds. Grantee B submits back-up of expenses totaling $25,000.00 (50% of the grant award amount), once it is approved Grantee B will automatically be advanced a second installment of $25,000.00 (50% of the grant award amount). Grantee has now been disbursed a total of 75% of their total grant award amount.

Example 3:
Grantee C is awarded $50,000 therefore $12,500 (25%) is advanced to Grantee C upon execution of the grant agreement. Once the grantee has expended those funds the grantee is ready to submit back-up for the next installment of funds. Grantee C submits back-up of expenses totaling $41,000.00 (82% of the grant award amount), once it is approved Grantee C will automatically be advanced a second installment of $37,500 (75% of the grant award amount). Grantee has now been disbursed a total of 100% of their total grant award amount.

Submission Requirements

Grantees are required to submit back-up of expenses to account for all SOS program spending during the grant period. Back-up must be submitted after any advance of funds is made and before additional installments can be provided. MHDC requires grantees to complete the SOS Expense Detail Form (SOS - 106) to account for all grant eligible expenses. SOS - 106 can be found on the MHDC website under the Community Programs section. Complete and accurate SOS - 106 forms can be submitted via the Grant Interface software:

- **If Submission is Approved**: MHDC will apply back-up balance to the grant and determine if agency is eligible for next disbursement of 25 percent.
- **If Submission Requires Corrections:** MHDC administrator will email agency's primary grant contact and provide correction and re-submission instructions. Grantee will need to submit an updated SOS-106 for review and processing. Common reasons for submission corrections include reported expenses that are paid/incurred outside of contract period, ineligible activities reported, an expired Certificate of Insurance, or missing details that are necessary for the compliance process. Please note that a request for corrections should be addressed in a timely manner to prevent a delay in disbursements.

Quarterly Submissions

Grantees must have a minimum of one Back-Up submission per quarter. Back-Up submissions that result in discard and/or are not greater than zero dollars do not fulfill the quarterly submission requirement. The SOS program submission deadlines are detailed in the Timeline section of this Desk Guide. In the event the quarterly submission deadline falls on a weekend or state/federal holiday, the deadline will default to the next business day.

Grantees may not submit more than one back-up form per month. Any further submissions will need to be resubmitted the following month. Additionally, Grantees must submit at least one back-up submission per quarter. Due to the nature of the monthly submission deadlines, monthly submissions will be accepted from the 2nd through the 1st of the following month.

Spending Deadlines

Grantees must provide back-up of 25% of their overall grant award amount by November 1, 2026 and provide back-up of 75% of their overall grant award by April 1, 2027. Failure to meet the spending deadlines may result in a reduction of points of future applications and/or a negative compliance status. Back-up submissions that are deemed ineligible by program administrators do not fulfill the spending deadlines.

Reimbursement Model

The last day to request disbursed advanced funds will be April 1, 2027. At this point, if the 75% spending deadline has not been met, the grant will turn to a reimbursement model. The final day to submit back-up for disbursed funds will be July 31, 2027. If you wait until July 31, 2027, to submit your final back-up submission, and it is not approved, you will not be able to re-submit and you will need to repay any funds that back-up was not provided for.

Supporting Documentation

Along with the back-up form, SOS grantees are also required to maintain supporting documentation for the reported expenses on-site. Grantees are not required to submit supporting documentation with their quarterly expenses, but it must be readily available on-site for review by MHDC's Compliance Officer. More information regarding supporting documentation can be found under the Recordkeeping Requirements section of this Desk Guide.

Funding Period

All SOS funding provided to grantees must be used for expenses that are incurred, paid, and submitted for payment to MHDC during the Grant Funding Period as defined in the Grant Agreement. Billing for salary and pay periods must also be incurred completely within the funding period. Grantees may request a prorated payment for payroll taxes and/or insurance, which covers any portion of the funding period, but which was paid outside of the funding period.

Reporting Requirements

All grantees must collect and submit SOS reporting elements in a format and frequency determined by MHDC. Reporting elements are subject to change. The quarterly reporting elements for SOS participants receiving case management, childcare, health services, and mental health services include, but are not limited to: name, shelter enter/exit date, veteran status, and services received. The number of participants who received food services under SOS must also be reported quarterly.

MHDC requires grantees to complete quarterly reporting regarding client data using form SOS - 107.

Agencies must submit SOS - 107 to cp.programs@mhdc.com by the dates outlined in the Program Timeline - 2026.

Program Components and Eligible Activities

Operating Funds

Shelter Operations Support (SOS) funds may be used to support the costs of operating a shelter program, including costs associated with shelter operation, providing essential shelter services and costs related to the administration of the grant.

Eligible Activities

Shelter Operation

- Staffing for employees that are essential to shelter operations (i.e., shelter maintenance, security, etc.);
- SOS funds may be used to support the costs of operating the shelter program including:
    - Rent, security, insurance, utilities, food, furnishings, supplies, and soft/hardware necessary for the operation of the shelter.
    - Examples of eligible hardware/software expenses include case management and accounting software, security cameras, etc. Items such as tablets, cell phones and laptops **are not** eligible uses of Shelter Operation funds.

Case Management

- Staffing for employees that assess, arrange, coordinate, and monitor the delivery of individualized services to meet the needs of the program participant. This can include wages and benefits for time spent providing case management services, including:
    - Conducting initial evaluation or intake;
    - Counseling;
    - Developing, securing, and coordinating services and obtaining federal, state, and local benefits;

  - Monitoring and evaluating client progress;
  - Providing information and referrals to other providers;
  - Developing an individualized housing and service plan, including planning a path to permanent housing stability;
  - Providing ongoing risk assessment and safety planning with victims of domestic violence, dating violence, sexual assault, and stalking.
- Time spent making case notes that document client interactions.
- Mileage costs associated with assisting shelter residents (i.e., transporting clients or travel to and from meeting with clients).
    - *Mileage costs may not exceed the state of Missouri's standard mileage rate of $0.70/mile.*
    - *Travel logs detailing the specific destinations, times travel occurred, staff involved, miles traveled, and purposed of travel must be saved for compliance.*

Childcare

- Staffing for the provision of childcare services such as providing meals, snacks, and appropriate developmental activities are eligible.

Health Services

- Staffing for the provision of health services, provided by licensed medical professionals are eligible including:
  - Assessing a program participant's health problems and developing a treatment plan
  - Assisting program participants to understand their health needs
  - Providing directly or assisting program participants to obtain appropriate medical treatment
  - Medication and follow-up services for specific program participants
  - Mileage costs associated with assisting shelter residents with health services (i.e., transporting clients to medical appointments, prescription delivery)
    - *Mileage costs may not exceed the state of Missouri's standard mileage rate of $0.70/mile.*
    - *Travel logs detailing the specific destinations, times travel occurred, staff involved, miles traveled, and purposed of travel must be saved for compliance.*

Mental Health Services

- Staffing for the provision of mental health services, provided by licensed mental health professionals to shelter residents including:
  - Application of therapeutic processes to personal, family, situational or occupational problems;

- Crisis intervention;
- Individual, family, or group therapy sessions;
- Referrals to mental health services outside of the shelter program;
- Explanations about the use and management of medications;
- Mileage costs associated with assisting shelter residents with mental health services (i.e., transporting clients to mental health appointments, prescription delivery).
    - *Mileage costs may not exceed the state of Missouri's standard mileage rate of $0.70/mile.*
    - *Travel logs detailing the specific destinations, times travel occurred, staff involved, miles traveled, and purposed of travel must be saved for compliance.*

Food Services

- Staffing for the provision of food services, provided by qualified kitchen staff to shelter residents including:
    - The planning, preparation and serving of meals to shelter program participants;
    - Mileage costs associated with assisting shelter residents with food services (i.e., delivering meals to off-site residents);
        - *Mileage costs may not exceed the state of Missouri's standard mileage rate of $0.70/mile.*
        - *Travel logs detailing the specific destinations, times travel occurred, staff involved, miles traveled, and purposed of travel must be saved for compliance*.

Ineligible Activities

- Services for individuals and families not residing in the shelter;
- Conference costs;
- Training costs;
- Direct financial assistance;
- Software and hardware that is not necessary for shelter operation (i.e., tablets, cellphones, etc.);
- Office furniture not necessary for shelter operation (i.e., office/administrative furniture);
- Client incentives (i.e., gift cards, bus passes);
- Operating expenses for activities not related to the SOS grant.

Administration Funds

Shelter Operations Support (SOS) funds may be used to support the costs of administering the SOS program. Administration expenses cannot exceed 10% of the total grant award/expenditure.

Eligible Activities

- Expenses to support the administration of the SOS grant including:
    - Salaries and benefits associated with staff backing up eligible activities and their expenses;
    - Other costs for goods and services required for administration of the program, insurance, utilities, office supplies, and rental and maintenance (but not purchase) of office space;
    - Staff salaries, wages, and related costs of staff engaged in eligible program administration activities.

Ineligible Activities

- Administrative Services for activities not related to the SOS program;
- Conference costs;
- Training costs;
- Food purchases;
- Mileage costs;
- Hardware/software not necessary for the administration of SOS;
- Tablets, cell phones and laptops;
- Marketing costs;
- Advocacy efforts and initiatives;
- Office furniture purchases/rentals;
- Employee paid tax withholdings (when gross salary is reported);
- Client incentives (i.e., gift cards, bus passes, etc.)

Income

Income requirements do not apply to program participants who are being served under SOS operating funds.

Housing Status

SOS shelter services are provided to all person(s) who reside in the shelter program offering SOS services. Homeless status eligibility requirements do not apply to program participants who are being served using SOS operating funds.

Minimum Shelter Standards

All shelters who utilize Shelter Operations Support (SOS) funding must meet and document basic habitability standards as detailed in the MHDC Minimum Shelter Standards (SOS-100) and related to the following topics:

- Structure and Materials
- Access
- Space and Security
- Interior Air Quality
- Water Supply
- Sanitary Facilities
- Thermal Environment
- Illumination and Electricity
- Food Preparation
- Sanitary Conditions
- Fire Safety

General compliance with the Minimum Shelter Standards will be verified during an audit via review of the Grantee's most recent and passed Fire Safety Inspection. The Minimum Shelter Standard inspection (SOS - 100) must be completed annually within the current grant period. Minimum Shelter Standard compliance may also be verified by MHDC Compliance Officers via a physical inspection of the shelter supported by SOS funds. A Grantee's failure to maintain minimum shelter standards may result in but is not limited to a negative compliance status and/or a repayment of funds to MHDC.

Recordkeeping Requirements

Supporting documentation for expenses will be reviewed by MHDC. The charts below detail the documentation requirements for costs billed to SOS program.

Recordkeeping Standards:

- "Proof of Cleared Payment" must be provided using the documentation outlined in Section B below. Payments made via payment applications (i.e., PayPal, Venmo, CashApp etc.) will not be considered as Proof of Cleared Payment.
- All documentation must be kept on-site for MHDC compliance purposes.
- All documentation must be easily accessible to MHDC Compliance Officers during a compliance visit and/or desk audit. Required documentation that is not accessible or available could result in a negative compliance status and/or a repayment of funds to MHDC.

A. Records to Maintain - Shelter Operations

Record	Acceptable Forms of Documentation
1. Minimum Shelter Standards	• MHDC Minimum Shelter Standards (SOS - 100)
2. Fire Safety Inspection	• Grantee must maintain an on-site copy of the most recent, passed annual Fire Safety Inspection for the Shelter where SOS funds are utilized.
3. Program Guidelines	• Grantee must maintain an on-site copy of the Program Guidelines (as detailed in *Program Guidelines*).
4. Expense Details	• Grantee must maintain on-site copies of SOS Expense Details (SOS – 106) submitted to and accepted by MHDC.
5. Service Reports	• Grantee must maintain on-site copies of SOS Quarterly Service Reports (SOS – 107 submitted to and accepted by MHDC.

B. Records to Maintain - Client Files

For clients receiving Case Management, Health, Mental Health, and/or Childcare services.

Record	Acceptable Forms of Documentation
1. Release of Information	• Grantee must retain a completed SOS Release of Information (SOS - 102) in all required SOS client files.
2. Service Engagement Records	• Case notes and other documentation of services provided. • Notes must be dated, and detail the services provided.

C. Records to Maintain - Financials

(Operations/Administration)

Activity	Acceptable Forms of Documentation (both Cost Incurred and Proof of Payment are required)	
	Proof of Cost Incurred	**Proof of Cleared Payment**
• **Bills paid** • **Supplies purchased**	• Invoice or; • Receipt	• Invoice/Receipt and; • Canceled checks, bank statement with SOS payments highlighted.
• **Employee compensation**	• Detailed timesheets, signed by both supervisor and employee detailing time worked under the SOS grant.	• Paystub listing the pay period, employee name and last four digits of employees' SSN and; • Timesheets signed by supervisor and employee and; • Bank statement with SOS payments highlighted.
• **Mileage costs** **Not to exceed the state of Missouri's standard mileage rate of $0.70/mile.*	• Travel requests or mileage expense reports which include date(s) of travel, from/to, purpose of travel (eligible use), number of miles, and total mileage costs.	• Check register or credit card statement with payments made by SOS highlighted and/or returned checks log.

Failure to maintain adequate records could result in a negative compliance status and/or a repayment of funds to MHDC.

Program Guidelines

All SOS grantees must maintain and implement Shelter Program Guidelines that include:

- Eligibility requirements detailing how program participants are evaluated and prioritized for entrance into the shelter program.
- Program requirements that provide a clear picture of how the shelter program operates and how participants navigate from homelessness or a housing crisis, to permanent and stable housing.
- Termination policy that details the circumstances in which a program participant will terminate from services, with well-defined conflict mitigation procedures. The termination policy must also explain how a participant is notified of a termination of services (as stated in *Termination and Grievance Procedures).*
- Grievance policy that details how participants are made aware of the program's grievance policy and provides clear guidelines of how a participant is to file a grievance. The grievance policy

must also contain well-defined and objective standards for resolving a grievance (as stated in Termination and Grievance Procedures).

Termination and Grievance Procedures

All SOS grantees must have Program Guidelines in place that address the termination of client services, and grievance procedures for program participants that graduate program services and/or violate program requirements. The policies should detail the program requirements, the termination process, and the grievance procedure for all clients served with SOS funds. The policies must also detail the timeline and method for notifying clients of their termination, as well as the process to allow clients to appeal the decision. When determining whether program violations merit termination, grantees should consider all extenuating circumstances in order to ensure that assistance is only terminated in the most severe situations. Termination does not prohibit the program from providing further assistance at a later date to the same individual or family. Policies should be retained by grantee and made available upon request by MHDC.

Monitoring

In order to track a grantee's program compliance with MHDC regulations, ensure accurate spending of SOS funds, prevent fraud and abuse, and identify technical assistance needs, MHDC staff will monitor grantees' by conducting on-site or desk audit compliance reviews as well as through review of all financial documentation submitted to MHDC. For more information on records to maintain for a compliance visit, please review the Recordkeeping Requirements section of this Desk Guide.

On-Site Compliance Visits

On-site compliance visits will be conducted at the location designated by the grantee on the Site Contact form. The MHDC Compliance Officer will review expenses billed to SOS grant. The information reviewed is gathered from the SOS -106 back-up forms. Agency processes, procedures, and programmatic data may also be requested for review.

The requested documents are expected to be produced within fifteen (15) minutes of the Compliance Officer's arrival. Failure to produce requested documents within fifteen (15) minutes will result in a compliance violation.*Therefore, it is vital that a grantee staff member is always available to assist the MHDC staff member as needed at the location and during the times provided by grantee.

** The only exception is if a staff member is assisting a client.*

Announced Visit

The announced site visit is scheduled by the Compliance Officer with the grantee. If MHDC staff is unsuccessful in scheduling a site visit after three attempts have been made via telephone and/or e-mail, MHDC staff will notify the grantee informing them that they have 15 days to schedule a site visit,

otherwise their funding will be suspended, and grantee will be considered out of compliance until the visit is scheduled.

Unannounced Visit

MHDC staff members have the right to conduct unannounced visits at the location(s) and times furnished by the grantee. It is the grantee's responsibility to notify MHDC if business hours change or if the grantee will be closed for an extended amount of time. Unannounced site visits are conducted based on certain factors, including but not limited to, agency's prior history with Community Programs grants, outcome of announced visit, and fulfilling grant requirements such as timely and accurate submission of back-up. MHDC will not conduct site visits on state or federal holidays.

Electronic Files

If the grantee elects to maintain electronic documents in lieu of paper documents, the grantee will be required to print off all required documentation for compliance visits. As with all files, the time limit to produce these files is fifteen (15) minutes during a site visit.

Desk Audit Compliance

MHDC staff may conduct a remote desk audit in lieu of or in addition to an on-site visit. The MHDC Compliance Officer will review electronically submitted expenses billed to the SOS grant any other programmatic documentation. The financial information reviewed is gathered from SOS -106 Expense Detail reports. Specific files for review will be requested on a previously agreed-upon date. The grantee will have 24 hours to upload the requested documentation per MHDC's instructions.

Audit Follow-Up

Exit Interview

At the conclusion of the site visit or desk audit, the Compliance Officer will conduct an exit interview. In the case of an on-site visit, the grantee will be given the opportunity to discuss the findings as well as any other questions and concerns with the Compliance Officer. The Compliance Officer will conduct a written exit interview in order to ensure that grantee representative understands the outcome of the visit, and to document any follow-up actions required by MHDC and/or grantee. In the case of a Desk Audit, the exit interview will be sent via email. The grantee will be given a timeframe to address any questions and/or concerns and to provide any missing documentation outlined in the email. The final compliance status is determined at the discretion of MHDC.

Monitoring Notification

After completing an on-site or desk audit, MHDC staff will prepare a notification detailing the results of the review, including any minor or major findings, areas for improvement, corrective actions that need to be taken and the deadline to complete these actions.

Compliance Violations

If the MHDC staff member finds the grantee to be out of compliance, the MHDC staff member will record the grantees' out of compliance status. If the grantee is found out of compliance, they will be required to submit a Corrective Action Plan (CAP) detailing the reason(s) for out of compliance status and how the findings will be corrected. Grantee may also be subject to a follow-up site visit conducted by MHDC staff in order to ensure that the issues have been resolved.

If an agency is found to be out of compliance, funding will be suspended until it is verified that all issues have been resolved. Once the grantee is placed back into compliance with the SOS program in which they were found to be out of compliance, funding will be reinstated. If the issue(s) that caused the grantee to be out of compliance are still not resolved after the CAP and/or follow-up site visit review, the Compliance Officer will notify the grantee of their findings and funding will be suspended for all grants that the agency has been awarded through the Community Programs department.

Consequences for Non-Compliance

The following violations will be noted in grantee's records, and a loss of points may be assessed during future application cycles:

- Grant partially or fully recaptured (i.e., funds not fully expended by the end of the grant term)
- More than half of documentation reviewed at an on-site visit had missing or incomplete information
- Funds not drawn quarterly
- Grant not fully closed out by deadline

The following violations will result in grantee being out of compliance, which will require MHDC to suspend funding for the SOS grant, assess point reductions for future applications, and in most instances, a Corrective Action Plan will be required in order to reinstate compliance:

- More than one-half of files or financial documentation reviewed during on-site compliance visit or desk audit contained findings
- Files were unable to be reviewed during the site visit
- Files were not produced within 15-minute time frame
- Grantee will not schedule visit; after three attempts and no response from request sent within 15 days of date of request
- Grantee accommodations deemed to be unsafe or unsanitary; allegations of clients being put in danger by grantee

Grant Close Out

Once all SOS funds have been expended, the grantee is required to close out their grant. The close out process consists of the following components:

1. Final Expense Detail (SOS - 106) showing a full expenditure of funds;
2. Final Service Report (SOS - 107);
3. Grant Close Out (SOS-108) showing program close out data including but not limited to:
    a. Total households served;
    b. Veteran specific data;
    c. Expenditure totals per expense category.

All complete and final close out information is to be submitted no later than the deadlines outlined in Program Timeline – 2026. Any funds that are not backed up by the deadline will be recaptured, and any disbursed funds that are not backed up shall be repaid to MHDC. The final date to incur or pay SOS expenditures is June 30, 2027. All incurred and paid expenses must be reported to MHDC using SOS-106 no later than 5:00 pm on July 31, 2027.

Desk Guide and/or program procedures are subject to change, at the discretion of MHDC.

Appendix A – Initial Grant Documents

Before any funds can be released, all required initial grant documents must be completed and received by MHDC. All documents must be submitted electronically via Grant Interface: https://www.grantinterface.com/Home/Logon?urlkey=mhdc

Sources and Uses (SOS - 113)

Due Date:	At the time of SOS grant application.
Description:	The Sources and Uses details the program budget and how SOS funds will be used for the grant funding period.
Completion Instructions:	Agency must submit this form at the time of application submission. All sources of funding that are used in the program where SOS funds will be utilized must be listed in the "Sources" sections at the top of the document. The general uses of each funding source should be listed under the "Revenue Uses" column. Any uses of SOS funding should be eligible uses of the grant.

Program Guidelines:

Due Date:	At the time of SOS grant application.
Submission/Retention:	Must be submitted in the initial grant application and retained on-site and accessible to MHDC Compliance Officers.
Description:	The Program Guidelines for which SOS funds will be used should outline the applicant's policy for determining type and length of assistance provided, eligibility requirements, and the agency's termination/grievance policy.
Completion Instructions:	Agency must submit Program Guidelines at the time of application submission.

Grant Agreement

Due Date:	At the time of funding (if approved)
Description:	The grant agreement is required for all grantees. The grant agreement specifically details the requirements and expectations for the administration of the grant. It is the grantee's responsibility to know and adhere to all provisions set forth in the grant agreement.

Site Contact Form

Due Date:	At the time of funding (if approved)
Description:	This form ensures that MHDC has updated information for the upcoming grant period, including staff contact information, office location(s), hours of operation, and any other relevant information. Please note that the information provided may be used to conduct scheduled and unscheduled site visits.
Completion Instructions:	The Site Contact Form will be completed via Grant Interface after funding. Any changes/updates to the Site Contact Form throughout the grant year must be communicated to your Program Administrator.

Public Contact Form (MHDC-115)

Due Date: At the time of funding (if approved)

Description: This form ensures that MHDC has updated agency information for the upcoming grant period, including primary address and phone number, counties served, satellite locations, office closings, and services provided.

Authorized Signature Card (MHDC-101)

Due Date: At the time of funding (if approved)

Description: This form designates all authorized signatories for each grant. All documents that are required to be signed by grantee must be signed by authorized signatories only. If an unauthorized person signs any SOS program document, the document will be rejected.

Direct Deposit Form (MHDC-100) and Blank Check/Bank Letter

Due Date: At the time of funding (if approved)

Description: All disbursements from MHDC to grantee will occur using an Electronic Funds Transfer (EFT). The Direct Deposit Form provides MHDC with the grantee's banking information for the electronic transfer. A blank voided check or letter from the indicated banking institution is also required to be submitted with the Direct Deposit form. If the agency does not have access to a blank voided check a letter from the bank confirming the account and routing number will be accepted.
***By default, your grantee's banking information will be updated for ALL MHDC accounts. If the banking information provided is for the SOS program or one grant ONLY – it must be indicated on the Direct Deposit Form.**

Workforce Eligibility Affidavit

Due Date: At the time of funding (if approved)

Description: This document is required for all grantees. This form certifies that the grantee does not employ any person who is an unauthorized alien in conjunction with the contracted services, and that the Respondent is enrolled and participates, or will enroll and participate, in a federal work authorization program with respect to the employees working in connection with the contracted services.

E-Verify Memorandum of Understanding (MOU)

Due Date: At the time of funding (if approved)

Description: The E-Verify MOU is an agreement between the Department of Homeland Security (DHS) and Grantee stating that grantee agrees to participate in the Employment Eligibility Verification Program (E-Verify).

Form W-9

Due Date: At the time of funding (if approved)

Description: Form W-9 is used to verify the grantee's Tax Identification Number (TIN).

Certificate of Liability Insurance

Due Date:	At the time of funding (if approved)
Description:	The Certificate of Insurance is a one-page summary of current Liability Insurance held by grantee. The insurance held by grantee may include: General Liability, Automobile Liability, Umbrella Liability, Excess Liability, Workers Compensation and Employers' Liability. The Certificate of Liability Insurance must be current. If coverages lapses during the grant year, grantee must provide MHDC with an updated Certificate. Grantees must carry liability insurance with a limit of not less than one million dollars per occurrence unless otherwise approved by MHDC.

United Way 2-1-1 Registration

Due Date:	At the time of funding (if approved)
Description:	United Way 2-1-1 is a phone number that individuals can call in order to receive needed resources in their area. In order to be a reliable resource for households in need, organizations are required to submit updated information as changes arise.
Completion Instructions:	Grantees are required to register/update their organization's information on the United Way website and print the webpage showing the organization's information is available. Additional instructions are located on the United Way's website at: http://www.211helps.org/get-listed/

MHDC Minimum Shelter Standards (SOS - 100)

Due Date:	At the time of funding (if approved)
Description:	This form serves to certify the grantees compliance with MHDC's Minimum Shelter Standards.
Submission / Retention:	Upload to Grant Interface

Appendix B – Agency Forms/Data Submissions

SOS Expense Detail Form (SOS - 106)

Description:	The expense detail form provides detail on the agencies use of SOS funds and backs up the prior funding disbursement.
Due Date:	At minimum, the expense detail form is to be submitted quarterly by the detailed in Program Timeline - 2026.
Required:	Yes
Submission / Retention:	Upload to Grant Interface and retain on-site copies.

SOS Quarterly Service Report (SOS - 107)

Description:	The Quarterly Service Report provides essential program data (i.e., number of households served) to MHDC.
Due Date:	See Program Timeline - 2026
Required:	Yes
Submission / Retention:	Email to cp.programs@mhdc.com

SOS Grant Close Out (SOS - 108)

Description:	The Grant Close Out provides MHDC with essential program data from the grant year (i.e., total households served, Veteran specific data, estimated spending per expense category, etc.)
Due Date:	July 30, 2027
Required:	Yes
Submission/Retention:	Email to cp.programs@mhdc.com

Appendix C – Client File Forms

SOS Release of Information (SOS - 102)

Description:	The Release of Information (ROI) authorizes MHDC to review the household's file. The ROI must be completed and signed by the shelter resident before first instance of SOS assistance. The MHDC ROI is the only acceptable consent form and other versions/alterations of this form will not be accepted.
Due Date:	Completed at first instance of SOS assistance.
Required:	Yes, for clients receiving Case Management, Childcare, Health Services and/or Mental Health Services.
Submission / Retention:	Retained in client file